

ONE-STOP CENTERS and AFFILIATE SITES

JEFFERSON/FRANKLIN CONSORTIUM

COMPREHENSIVE ONE-STOP CENTERS

Missouri Career Center Phone: 636-287-8909
3675 West Outer Road, Suite 102 Fax: 636-287-8932
Arnold, MO 63010

One Stop Partners (see attached matrix for services):
Family Support Division - Jefferson County
Vocational Rehabilitation
Jefferson-Franklin Community Action Corp.
Parents Fair Share
Mid-East Area Agency on Aging
Jefferson College

Missouri Career Center Phone: 636-239-6703
1108 Washington Square Fax: 636-239-0329
Washington, MO 63090]

One Stop Partners (see attached matrix for services):
Vocational Rehabilitation
Parents Fair Share
East Central College

AFFILIATE ONE-STOP SITES

Jefferson College Phone: 636-797-3000
1000 Viking Drive Fax: 636-789-4012
Hillsboro, MO 63050

One Stop Partners (see attached matrix for services):
Division of Workforce Development - Arnold Career
Center
Vocational Rehabilitation

Affiliate One-Stop Sites (Cont')

East Central College	Phone: 636-583-5193
1964 Prairie Dell Rd.	Fax: 636-583-1897
Union, MO 63084	

One Stop Partners (see attached matrix for services):
Vocational Rehabilitation

Four Rivers Career Center	Phone: 636-239-7777
550 Blue Jay Drive	Fax: 636-239-0791
Washington, MO 63090	

No partnering agencies physically located

Family Support Division	Phone: 636-797-9601
10325 State Rd. 21	Fax: 636-797-9780
Hillsboro, MO 63050	

One Stop Partners (see attached matrix for services):
Division of Workforce Development - Arnold Career
Center

Family Support Division	Phone: 636-583-2571
#1 Liberty Plaza	Fax: 636-583-8670
Union, MO 63084	

One Stop Partners (see attached matrix for services):
Division of Workforce Development - Washington
Career Center

Jefferson-Franklin Community Action	Phone: 636-789-3563
#5 Merchant Drive	Fax: 636-797-3444
Hillsboro, MO 63050	

One Stop Partners (see attached matrix for services):
Division of Workforce Development - Arnold Career
Center

**JEFFERSON/FRANKLIN CONSORTIUM
ONE-STOP SERVICES MATRIX**

	DWD	FSD	VR	JFCAC	DCSE PFS	MEAAA	JC	ECC	FRCC	RMI	DOLIR	JCCP
ONE-STOP SERVICES/PROGRAM INFO												
Orientation to One-Stop Career Center	X							X				
WIA (Title I) Information for Adults & Dislocated Wkrs	X						X	X	X			
Disadvantaged Youth Programs	X								X			
Veterans Services	X						X	X				
Trade Act Assistance (TAA)	X										X	
Job Corps Information	X											
Unemployment Insurance Information											X	
CAREER ASSISTANCE												
Comprehensive & Specialized Assessment	X		X		X	X	X	X				
Individual Career/Vocational Counseling	X		X		X	X	X	X	X			
Applicant Interviews and/or Testing	X		X		X		X	X	X			
Service Plan/Personal Development Plan	X		X		X							
Job Referrals/Job Development	X		X		X	X		X	X			
Job Clubs			X		X							
Specialized Senior Placement												
State & Local Labor Market Information (Missouri CHOICES)	X	X ¹	X			X	X	X				
JOB SEARCH SUPPORT SERVICES												
Internet Access (GREAT HIRES)	X	X ¹	X	X	X	X	X	X	X			
Copier, Fax Machine and/or Telephone Bank	X	X ¹					X	X	X			
Job Listing Assistance	X							X	X			
Resume Preparation Assistance	X		X		X	X	X	X	X			
Job Readiness and/or Job Retention Training	X		X		X	X		X	X			X
Life Skills Training			X		X				X			
WOTC Information (Work Opportunity Tax Credit)	X		X									
EDUCATION AND TRAINING												
Adult Education (GED/Literacy Programs)					X		X	X	X			
Occupational Skills Training/Education Information	X		X		X		X	X	X	X		
On-the-Job Training/Customized Training	X		X		X		X	X	X	X		
Financial Aid Information/Tuition Assistance	X		X		X		X	X	X	X		
Computer Skills Training						X	X	X	X			
Entrepreneurship Opportunities												
School-to-Work Activities			X				X	X	X			
Internship Information							X	X	X			

	DWD	FSD	VR	JFCAC	DCSE PFS	MEAAA	JC	ECC	FRCC	RMI	DOLIR	JCCP
SUPPORT SERVICES & BENEFITS												
FSD-TANF (Temporary Assistance of Needy Families) & Food Stamps	X	X										
Child Care Financial Support		X	X						X	X		
Housing Assistance/Weatherization Programs				X								
Transportation Assistance			X		X	X				X		
Energy/Utility Assistance				X					X			
Financial Counseling			X	X					X			
Case Management	X		X	X	X	X						
Unemployment Insurance											X	
Work Related Assistance					X							
OTHER SERVICES												
Resource Library		X ¹					X	X				X
Medical Insurance – MC+		X										
Explanation of Vocational Rehabilitation Program			X									
Job Accommodations Counseling			X									
Job Coaching			X									
Physical Restoration Services			X									
Head Start Pre-School (Day care)				X								
Women, Infants, Children (WIC) Supplemental Food				X								
School Supplies at Annual School Fairs				X								X
Child Support/Family Support					X							
Tax Assistance						X						
Testing							X		X			
Job Postings/Referrals					X		X	X	X			
ACT Testing							X					X

KEY TO ABBREVIATIONS:

DWD – Division of Workforce Development

FSD – Family Support Division

VR – Vocational Rehabilitation

JFCAC – Jefferson-Franklin Community Action Corp.

DCSE/PFS – Div. of Child Support Enforcement/Parents Fair Share

DOLIR – Dept. of Labor & Industrial Relations

MEAAA– MidEast Area Agency on Aging

JC – Jefferson College

ECC – East Central College

FRCC – Four Rivers Career Center

RMI – Rural Missouri Inc.

JCCP - Jefferson County Community Partnership

¹ Jefferson County Only

JEFFERSON/FRANKLIN CONSORTIUM
WORKFORCE INVESTMENT BOARD

John Rhodes (WIB Chairman), Aerofil Technology – Representing Business
David Crump (WIB Vice-Chairman), Missouri Natural Gas Company – Representing Business
Robert Francis, US Bank – Representing Business
James Watson, Watson-Kempa Inc. – Representing Business
Jeff Buck, Jefferson Memorial Hospital – Representing Business
Mary Lou Gajdosik, ALLOU Enterprise, Inc. – Representing Business
Dianne Wittke, Unimin – Representing Business
Glenn Smallwood, Ameren Services – Representing Business
Rosetta Hagan, Metro Office Supply – Representing Business
Kim Ravellette, Saint Gobain Containers – Representing Business
Mary Shofner, Pauwels Transformer – Representing Business
Julie Scannell, GH Tool & Mold – Representing Business
Jolyn Maune, Hodges Badge – Representing Business
Jeff Hellebusch, Hellebusch Engineering – Representing Business
Terri Flagg, McDonald's – Representing Business
Leonard Taylor, Production Castings – Representing Business
Debbie Durham, Bank of Sullivan – Representing Business
Kevin Carpenter, GDX Automotive – Representing Business
Rosie Buchanan, Economic Development Corp. of Jefferson County – Representing
Economic Development
Gerald Michels, Washington Civic Industrial Corp. – Representing Economic Development
Scott Byrne, MO AFL-CIO – Representing Labor
Steve Markus, Carpenters Union #185 – Representing Labor
Tom Burke, Jefferson College – Representing Education
Roger Lawrence, East Central College – Representing Education
Ellen Dietrich, Jefferson-Franklin Community Action Corp. - Representing Community Based
Organization
Barb Hoelzer, Division of Vocational Rehabilitation – Representing Partner
Diana Voelker, Division of Workforce Development - Representing Partner
Sharon Wahlig, Mid-East Area Agency on Aging – Representing Partner
Jerry Lovelace, Developmental Services of Jefferson County – Representing Partner
Carol Uding, DOLIR/Division of Employment Security – Representing Partner
Mary Dempsey, Jefferson County Division of Family Services – Representing Partner
Marie Sulze, Division of Child Support Enforcement – Representing Partner

**BY-LAWS
Of
JEFFERSON/FRANKLIN COUNTIES
WORKFORCE INVESTMENT BOARD (WIB)**

January 2000

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ARTICLE I

Name of Organization

- Section 1 The name of this organization shall be "Jefferson/Franklin Counties Workforce Investment Board", hereinafter referred to as the "WIB" or the "Board".

ARTICLE II

Purpose

- Section 1 The purpose of the Board shall be consistent with the purposes which are identified for Workforce Investment Boards under the Workforce Investment Act of 1998, Public Law 105-220; Amendments thereof; and other purposes which are in accordance with Public Law 105-220 that are bestowed upon the Board by the Governor of the State of Missouri.

ARTICLE III

Powers

- Section 1 The powers of the Board shall be consistent with those powers which are identified under the Workforce Investment Act of 1998, Public Law 105-220; Amendments thereof; and other powers which in accordance with public law may be bestowed upon the Board by the Governor of the State of Missouri.
- Section 2 The Board shall in accordance with the Workforce Investment Act of 1998, carry out those duties and responsibilities as agreed to in the Multi-Jurisdictional Agreement between Jefferson and Franklin Counties and the Agreement between the WIB and Jefferson and Franklin Counties.

ARTICLE IV

Limitations on Powers

- Section 1 The plans, powers and decisions of the Board shall be subject to limitations prescribed by the Act, as well as rules and regulations required by the Governor in accordance with the Act.

- Section 2 The powers of the Board shall be subject to limitations prescribed by the Multi-Jurisdictional Agreement between Jefferson and Franklin Counties and the Agreement between the WIB and Jefferson and Franklin Counties.

ARTICLE V

Membership

- Section 1 The Board membership shall be consistent with Section 117 of the Workforce Investment Act.
- Section 2 The members shall be appointed in accordance with Section 117 of the Workforce Investment Act.
- Section 3 The Chairperson may recommend to the Board that the Board replace certain members when it appears that such member is unable to fulfill his duties or when vacancies occur.

ARTICLE VI

Voting

- Section 1 No member of the Board may cast a vote on any issue before the Board or its committees in which that member (or any organization which that member directly represents) would provide services or receive direct financial benefit as a result of Board/Committee action.
- Section 2 A simple majority vote of those members who are present shall be sufficient for the approval of any motion brought before the Council or its committees, except as provided herein.

ARTICLE VII

Officers

- Section 1 The officers of the Board shall be a Chairperson and Vice Chairperson. The Chairperson and Vice Chairperson must be elected from among members of the Council who are representatives of the business sector.

ARTICLE VIII

Powers of the Officers

Section 1 The Chairperson shall preside at all meetings of the Board, shall call (or cause to be called) all meetings of the Board, shall establish (or cause to be established) agenda and matters of business, shall appoint members of all committees and act as coordinator of committees to prevent duplication of effort and shall assume other duties normally undertaken by the chairperson of an organization.

The Vice Chairperson shall fulfill all duties of the Chairperson in the absence or as assigned by the Chairperson.

ARTICLE IX

Length of Term of Officers

Section 1 There shall be an election of officers annually.

ARTICLE X

Meetings

Section 1 The Board shall meet at those places and times which are established by the Chairperson. All members of the Board shall be informed in advance.

Section 2 All meetings of the Board and its committees shall be open to be public. Meetings or segments of meetings may be closed to the general public by the Board Chairperson in compliance with exemptions granted by public law.

Section 3 All meetings of the Board shall be publicly announced.

Section 4 Minutes of the Board's meetings shall be taken (or recorded) by designated staff. Copies of the minutes shall be distributed to all Board members on or before the next regular meeting of the Board as deemed appropriate by the Chairperson.

ARTICLE XI

Committees of the Board

- Section 1 Special committees and their Chairpersons may be appointed by the Board Chairperson and shall perform those activities for which they are appointed.

ARTICLE XII

Amendments of the By-Laws

- Section 1 The By-Laws may be amended at any regular meeting of the Board with previous written notice having been given to all members at least thirty (30) days in advance. A simple majority vote of the members present is sufficient to approve any amendment.

OFFICE OF JOB TRAINING PROGRAMS
JEFFERSON/FRANKLIN COUNTIES, INC.
P.O. BOX 350
HILLSBORO, MO 63050

COMPLAINT/GRIEVANCE RESOLUTION SYSTEM

The Office of Job Training Programs (OJTP), as a sub recipient of the Department of Labor – Employment and Training Administration funds and a Workforce Investment Act (WIA) service delivery area administration entity, has established and maintains an administrative procedure for processing and resolving complaints or grievances, connected with discrimination complaints, program complaints, labor standard complaints, and criminal complaints.

Program and employment applicant and participants, sub recipients, contractors, employers, staff of the administrative entity and sub recipients and all other interested parties will be informed of their right to file complaints or grievances and of the procedures to follow in filing a complaint or grievance under WIA. All subcontractors and employers of WIA participants are required to maintain complaint and grievance procedures. Informational posters on this topic, such as the notice “Equal Opportunity is the Law”, will be posted at One-Stop Career Center locations and all other appropriate locations.

The local Equal Employment Opportunity Officer is responsible for ensuring compliance at the local Workforce Investment Area for all recipients of WIA Title I financial assistance including One-Stop Career Centers and service providers. The duties of the local EO Officer are as follows: serve as the local liaison to the State WIA EO Officer, facilitate onsite EO reviews conducted by DWD or USDOL staff, ensure that Equal Opportunity posters are placed in areas of high visibility, ensure that communications or brochures contain the required taglines, process, resolve and refer complaints of discrimination, ensure all applicants and employees receives an EO notice, ensure facilities, programs, services and information are accessible to individuals with a disability and to individuals whose primary language is not English, review all local plans, contracts and agreements to ensure “nondiscrimination assurance”, participate in training to maintain the competencies required of a local EO Officer, collaborate with the State WIA EO Officer when alternate dispute resolution has been selected by a complainant, and begin the process of a discrimination complaint by coordination of information.

Although this administrative procedure provides for requested hearings and the right to appeal, every effort to resolve all complaints and grievances informally and at the lowest level will be made. This procedure is established in an attempt to resolve complaints, which allege violations of the Act, regulations, grant, or any other agreement, under the

Act including complaints arising in connection with any WIA programs operated by sub recipients. The procedure includes the following components which are discussed separately for clarity and understanding:

- Discrimination Complaints
- Religious Activities
- Program Complaints
- Non-Participant Complaints
- Participant Complaints
- Appeals to the Secretary of Labor
- Labor Standard Complaints
- Criminal Complaints
- Non-WIA Remedies
- Prohibition Against Reprisal
- Confidentiality of Information
- Documentation and Records

Discrimination Complaints

Individuals who feel they have been subjected to discrimination under a WIA Title I – financially assisted program or activity, may file a complaint within 180 days from the date of the alleged violation. Complaints alleging discrimination on the basis of race, color, religion, sex, national origin, age, or disability, may be filed with:

The Division of Workforce Development
421 E. Dunklin, P.O. Box 1087
Jefferson City, MO 65102

OR

The Director, Civil Rights Center (CRC)
U. S. Department of Labor
200 Constitution Avenue NW, Room N-4123
Washington, D. C. 20210

If the complaint is filed with the Division of Workforce Development, the complainant must wait either until DWD issues a written Notice of Final Action, or until 90 days have passed, before filing with the Civil Rights Center.

Religious Activities

WIA participants may not participate in activities to carry out the construction, operation or maintenance of any facility that is used or is to be used for religious instruction or worship. Participants being employed in violation of this prohibition may file a complaint.

Program Complaints

Applicants may not be unjustly denied any benefit or service allowed under the Workforce Investment Act (WIA) or have reason to believe any of the following situations has occurred: a violation of the Act, federal regulations, as well as those arising from actions such as state-level audit findings or disallowance, or the imposition of sanctions with respect to state audit findings, investigations or monitoring reports. State level procedures must be exhausted before escalating a complaint to USDOL except in complaints alleging discrimination.

Non-Participant Complaints

Program operators, contractors, grantees, sub-grantees, sub recipients, subcontractors and any other interested party may file grievances about programs or activities under the Workforce Investment Act.

Participant Complaints

The program operator provides all applicants for employment, staff and participants with a Missouri Workforce Investment Act Complaint Guide which includes: a description of complaint procedures, instructions on filing a complaint, advisement of confidentiality and assurance of nonretaliation.

The complainant must file the grievance in writing with the program operator. The complainant will be asked to provide all pertinent information including dates, names of involved parties, and the objective for filing a complaint. Upon receiving a complaint, the Office of Job Training will establish a file and forward the complaint to the state's EO Officer. Investigation and a written decision to the complainant and respondent is provided within seven (7) days from the date the written grievance is received. The purpose of the investigation will be to determine whether or not there appears to be a basis for the complaint and to gather more information from all concerned parties. The findings of an investigation will be used to assist in an informal resolution of the complaint and be made a part of the complaint file.

If the decision does not satisfactorily resolve the grievance, the complainant has five (5) days from the receipt of the decision to present a written request for an impartial hearing and review of the decision. An impartial hearing must be conducted by a qualified hearing officer within thirty (30) days of the original receipt of the written grievance. A written decision from the hearing officer must be presented to the Office of Job Training, which is issued to the complainant. The written decision must be issued within sixty (60) days of its original receipt of the written grievance. If the decision fails to satisfactorily resolve the grievance, the complainant may request a State review.

The written request for a state review must be received by the Division of Workforce Development not more than ten (10) days after receiving the written decision from the sub recipient. The review process performed by DWD may be conducted by its own staff, a licensed attorney through an impartial hearing or any other means of independent review or investigation. DWD will provide a written final decision within sixty (60) days of the date that the request for review was received.

Appeals to the Secretary of Labor

The complainant may request from the Secretary of Labor a determination as to whether reasonable cause exists to believe that the Act or its regulation have been violated if DWD should fail to issue a written final decision within sixty (60) days of receipt of the request. The request is considered filed with the Secretary of Labor when a written statement is received from complainant that is sufficiently precise to evaluate the complaint and the grievance procedure utilized by the State and Statewide program operator.

Labor Standard Complaints

Complainants may exhaust the non-criminal administrative process by submitting the complaint directly to DWD for review within sixty (60) days or submit the grievance to a binding grievance procedure if a collective bargaining agreement covering the parties so provides.

Criminal Complaints

Complaints alleging fraud, abuse or criminal activity must be immediately reported to:

The Department of Labor, Office of Inspector General-Investigation
200 Constitution Ave NW
Washington, D. C. 20510

The sub recipient will simultaneously notify DWD of the filing of any incident report with the Office of Inspector General.

Non-WIA Remedies

Individuals may file a complaint or grievance with the appropriate authority under another law when the alleged violation of the Act or regulations is also an alleged violation of another law.

Prohibition against Reprisal

Complainants will not be discharged or in any other manner be discriminated or retaliated against because of filing a complaint.

Confidentiality of Information

The identity of any person who has furnished information relating to or assisting in the investigation of a possible violation of the Act will be kept confidential to the extent possible consistent with the need to conduct a fair review of the issues.

Documentation and Records

See Attachment #1 and #2

OFFICE OF JOB TRAINING PROGRAMS
DISCRIMINATION COMPLAINT FORM

Attachment
1

Name of Complainant

Name of Respondent

Address

Telephone

Address

Telephone

Type of Complaint: ___Discrimination Complaint ___Program Complaint

Because of:

___Race ___Color ___Religion ___Sex ___National Origin ___Age ___Disability

STATEMENT OF COMPLAINT

NATURE OF DISCRIMINATION:

DATE AND LOCATION OF DISCRIMINATORY ACT:

WITNESS NAME, IF APPLICABLE:

ADDRESS

TELEPHONE

ACTION DESIRED BY COMPLAINANT:

COMPLAINANT SIGNATURE

DATE

INVESTIGATOR SIGNATURE

DATE

MISSOURI WORKFORCE INVESTMENT ACT - Complaint Guide

STEP 2

If the decision fails to satisfactorily resolve the grievance, the complainant has five (5) days from the receipt of the program operator's decision to present a written request for an impartial hearing and review of the decision. The program operator must ensure that a qualified hearing officer conducts an impartial hearing, within thirty (30) days of the original receipt of the written grievance. The complainant and respondent (if not the program operator) will be provided with a written notice of the date, time, and place of the hearing and all parties will have the opportunity to present evidence and to be represented by an attorney.

The hearing officer is to present a written decision to the program operator, which in turn issues its decision to the complainant/respondent. In any case, the program operator must issue a written decision within sixty (60) days of its original receipt of the written grievance. If the decision fails to satisfactorily resolve the grievance, a party to the grievance may request a State review under the procedures outlined in Step 3.

If the program operator fails to issue this written decision to the complainant/respondent within sixty (60) days of its original receipt of the written grievance, the complainant has the right to request a State review under the procedures outlined in Step 3.

STEP 3

To request a State review, the disappointed party must submit its request, in writing, to:

Division of Workforce Development
421 E. Dunklin, P.O. Box 1087
Jefferson City, MO 65102

This written request must be received by DWD not more than ten (10) days after the disappointed party received the written decision from the program operator or, if no decision was rendered, within fifteen (15) days of the date on which the decision should have been received (60 days from the date initially filed).

The review process performed by DWD may be conducted by its own staff, a licensed attorney through an impartial hearing or any other means of independent review or investigation. DWD will provide a written final decision to the parties within sixty (60) days of the date that the request for review was received.

APPEALS TO THE SECRETARY OF LABOR

Should DWD fail to issue a written final decision within sixty (60) days of receipt of the request, the disappointed party may request from the Secretary of Labor a determination as to whether reasonable cause exists to believe that the Act or its regulations have been violated.

This request must be filed within sixty (60) days of the date the final decision should have been issued from DWD. The complaint should contain the following:

1. The full name, address and telephone number of the person making the complaint;
2. The full name, address and telephone number of the respondent against whom the complaint is made;
3. A clear and concise statement of the facts, including pertinent dates, constituting the alleged violation;
4. The provision(s) of the Act or regulations believed to have been violated;
5. A statement disclosing whether any other proceedings involving the subject of the request have been commenced or concluded before any Federal, State or local authority and, if so, the date of such commencement or conclusion, the name and address of the authority and style of the case; and
6. A statement of the date the complaint was filed with DWD, the date on which DWD should have issued a final decision, and an attestation that no decision was issued.

A request will be considered to have been filed when the Secretary receives from the disappointed party a written statement sufficiently precise to evaluate the complaint and the grievance procedure utilized by the State and Statewide program operator.

LABOR STANDARD COMPLAINTS

Complainants may:

- a. Exhaust the non-criminal administrative process by submitting the complaint directly to DWD for review and disposition within sixty (60) days; or
- b. Submit the grievance to a binding grievance procedure if a collective bargaining agreement covering the parties so provides. If sixty (60) days expires with no decision or an adverse decision is rendered, the complaint may be submitted to the U.S. Department of Labor that may change, reverse or issue a final decision.

CRIMINAL COMPLAINTS

Complaints alleging fraud, abuse or criminal activity must be immediately reported to the Department of Labor, Office of Inspector General-Investigation, 200 Constitution Avenue NW, Washington, DC 20510-55514. The hotline number is 1-800-347-3756. The required incident report forms are available through the program operator or from DWD. Program operators must simultaneously notify DWD of the filing of any incident report with the Office of Inspector General.

NON-WIA REMEDIES

In any case where the alleged violation of the Act or regulations is also an alleged violation of another law, nothing in this process shall prohibit an individual or an organization from filing a complaint or grievance with the appropriate authority under that law.

PROHIBITION AGAINST REPRISAL

No person, organization or agency may discharge or in any other manner discriminate or retaliate against any person or deny to any person a benefit to which that person is entitled because such person has filed any complaint, instituted or caused to be instituted any proceedings under or relating to the Act, has testified or is about to testify in any proceedings or investigation or has provided information or assisted in any investigation.

CONFIDENTIALITY OF INFORMATION

The identity of any person who has furnished information relating to or assisting in the investigation of a possible violation of the Act shall be kept confidential to the extent possible consistent with the need to conduct a fair review of the issues. For further information or assistance, please telephone or write to your WIA contact person listed below.

Contact Name	_____
Program Operator	_____
Address	_____
City	_____ State _____
Phone	_____
E-Mail	_____
Auxiliary aids and services are available individuals with disabilities	
Alternate formats for non-English are available upon request	
The Missouri Division of Workforce Development is an Equal Opportunity Program/Employer.	
Missouri Division of Workforce Development 421 E. Dunklin, PO Box 1087 Jefferson City, MO 65102-1087 (573) 751-4750 TDD 1-800-735-2966	

DWD-100 (2-05) AJP

MISSOURI WORKFORCE INVESTMENT ACT

Complaint Guide
Complaint Guide
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Complaint Guide



Attach next

JRI DEPARTMENT OF ECONOMIC DEVELOPMENT DIVISION OF WORKFORCE DEVELOPMENT

421 E. Dunklin, P.O. Box 1087
Jefferson City, Missouri 65102-1087
(573) 751-4750
TDD 1-800-735-2966

Acknowledgment of Receipt

I have received a copy of the Workforce Investment Act Complaint/Grievance Procedure pamphlet, have been given an opportunity to ask questions and by my signature below, I declare that I fully understand the procedure.

Signature

Date

Signature of WIA Staff Issuing Pamphlet

MISSOURI WORKFORCE INVESTMENT ACT - Complaint Guide

INTRODUCTION

This brochure describes the complaint and grievance process for programs and activities conducted by the Division of Workforce Development (DWD) statewide program operators. Four types of complaints are covered by this brochure:

1. Discrimination Complaints;
2. Program Complaints;
3. Labor Standard Complaints; and
4. Criminal Complaints.

Other than the following paragraphs applicable to all complaints, the method(s) for filing a complaint of each of these types is separately addressed in this brochure.

ALL COMPLAINTS

Any complaint must be submitted in writing and signed by the complainant or complainant's representative. It should include: your name, address and telephone number (or specify another means of contacting you), a detailed description of the complaint incident(s) indicating when, where and what acts comprise the basis of the complaint, individual name(s) or organization(s) responsible, and what relief is sought.

Complaints should be filed immediately after the complaint incident so that your rights will not be jeopardized due to untimely filing and so that the complaint may be promptly resolved. All time frames in this brochure refer to calendar days. Assistance and forms for filing such complaints are available through the program operator or the Division of Workforce Development.

DISCRIMINATION COMPLAINTS

Applicants, eligible applicants, participants, applicants for employment, employees and members of the public, including those with disabilities, and unions or professional organizations holding collective bargaining or professional agreements with DWD may file discrimination complaints using the following procedure. Exhaustion of the state's administrative remedies is recommended for expediency in complaint resolution.

EQUAL OPPORTUNITY IS THE LAW

It is against the law for the recipient of Federal financial assistance to discriminate on the following basis: Age, race, color, religion, sex, national origin, age, disability, marital status, or belief; and Against any beneficiary of programs financially assisted under Title I of the Workforce Investment Act of 1998 (WIA), on the basis of the beneficiary's citizenship status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in any WIA Title I financially assisted program or activity.

The recipient must not discriminate in any of the following areas:

- Deciding who will be admitted, or have access, to any WIA Title I-financially assisted program or activity;
- Providing opportunities in, or treating any person with regard to, such a program or activity; or
- Making employment decisions in the administration of, or in connection with, such a program or activity.

WHAT TO DO IF YOU BELIEVE YOU HAVE EXPERIENCED DISCRIMINATION

If you think that you have been subjected to discrimination under a WIA Title I-financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either:

Melissa Woltkamp, Equal Opportunity Officer
Missouri Department of Economic Development
Division of Workforce Development
421 E. Dunlap, P.O. Box 1087
Jefferson City, Missouri 65102-1087
Phone: (573) 526-8241 Fax: (573) 526-5782

OR

The Director, Civil Rights Center (CRC)
U.S. Department of Labor
200 Constitution Avenue NW, Room N-4123
Washington, DC 20210

If you file your complaint with the recipient (DWD), you must wait until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above).

If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you do not have to wait for the recipient to issue that Notice before filing a complaint with CRC. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient).

If the recipient does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

RELIGIOUS ACTIVITIES

Participants may not be employed under WIA to carry out the constitution, operation or maintenance of any facility that is used or is to be used for religious instruction or worship. Participants who believe that they are being employed in violation of this prohibition may file a complaint in the same manner and subject to the same procedures as in the section, "What To Do If You Believe You Have Experienced Discrimination."

PROGRAM COMPLAINTS

If you believe you have been unjustly denied any benefit or service allowed under the Workforce Investment Act (WIA) or have reason to believe any of the following situations has occurred: a violation of the Act, federal regulations, as well as those arising from actions such as state-level audit findings or disallowance, or the imposition of sanctions taken by the Governor with respect to state audit findings, investigations or monitoring reports. The Workforce Development Act requires that statewide program operator procedures (Steps 1 and 2) must first be exhausted before a complaint may be escalated to the State (DWD). Likewise, State level procedures must be exhausted before escalating a complaint to the U.S. Department of Labor except in complaints alleging discrimination.

NON-PARTICIPANT COMPLAINTS

The Workforce Investment Act permits program operators, contractors, grantees, sub-grantees, sub-recipients, subcontractors, and any other interested party to file grievances about programs or activities under the law using this procedure.

PARTICIPANT COMPLAINTS

During orientation, participants are informed whether they will file any employment-related complaint through their employer's grievance procedure or the DWD program operator's procedures, as described in Step 1 and 2. If the employer's procedure is used, the time frames and steps contained therein will be adhered to.

For all non-employment related grievances or if a participant is unable to satisfactorily resolve any employment related grievance with his/her employer, the participant must utilize the procedure contained in this brochure to seek further resolution.

STEP 1

The complainant will file the grievance in writing with the program operator. The program operator has seven (7) days from the date the written grievance is received to investigate and provide a written decision to the complainant and respondent.

PLANNING BUDGET SUMMARY

Attachment #5

Local Workforce Investment Area (LWIA): Jefferson/Franklin Consortium
 Program Year Source of Funds: FY'05

Non-Administration Transfer From Title I-B Adult to Dislocated Worker(30% max. orig. alloc.): \$ _____
 Non-Administration Transfer From Title I-B Dislocated Worker to Adult(30% max. orig. alloc.): \$ _____

WORKFORCE INVESTMENT ACT LOCAL ALLOCATIONS:	Original Allocation	Revised Allocation with Transfer(s)
Title I-B Adult	\$102,496	\$
Title I-B Youth	\$562,070.00	\$
Title I-B Dislocated Worker	\$134,299	\$
GRAND TOTAL LOCAL WIA ALLOCATIONS	\$798,865	\$

(if transfers, fill in both Original and Revised Allocations columns above for all funding)

GRAND TOTAL LOCAL ADMINISTRATION (Maximum of 10%
 of Total of Adult, Youth, and Dislocated Worker WIA Original Allocations) \$79,886.50

TITLE I-B ADULT [NON-ADMINISTRATION]: AMOUNT

Program Services \$92,246.40
GRAND TOTAL TITLE I-B ADULT [NON-ADMINISTRATION] \$92,246.40
 (Minimum of 90% of Original Allocation + and/or - Transfer Amounts)

TITLE I-B DISLOCATED WORKER [NON-ADMINISTRATION]: AMOUNT

Program Services \$120,869.10
GRAND TOTAL TITLE I-B DISLOCATED WORKER [NON-ADMINISTRATION] \$120,869.10
 (Minimum of 90% of Original Allocation + and/or - Transfer Amounts)

TITLE I-B YOUTH [NON-ADMINISTRATION]: AMOUNT AMOUNT

Program Services In School Youth \$100,000.00
 Program Services Out of School Youth \$100,000.00
 Summer Employment Opportunities In School Youth \$105,863.00
 Summer Employment Opportunities Out of School Youth \$200,000.00
 Total Program Services \$505,863.00
GRAND TOTAL TITLE I-B YOUTH [NON-ADMINISTRATION] \$505,863.00
 (Minimum of 90% of Allocation)

GRAND TOTAL (must equal Grand Total Local WIA Allocations above) * \$798,865.00

Title I-B Statewide 15% Set-Aside Activities - INCENTIVES \$0.00

NOTE: 1) In accordance with 20 Code of Federal Regulations (CFR) Part 664.320 (a), the total of the Title I-B Youth (Non-Administration) line items "Program Services Out of School Youth" and "Summer Employment Opportunities Out of School Youth" MUST be a Minimum of 30% of the amount shown on the line item "Grand Total Title I-B Youth (Non-Administration)". 2) A separate Planning Budget Summary form must be prepared for each Program Year (PY) and Fiscal Year (FY) source of funds. 3) If using whole dollars when budgeting, Minimums must be rounded up and Maximums rounded down (otherwise use actual dollars and cents)!

TRANSFERS: Maximum transfer between the Adult and Dislocated Worker Programs for funds identified as PY'05 or FY'06 allocated funds is 30%.

Additionally, please be aware that transfers require additional supporting narrative documentation to be submitted justifying the proposed transfer to be considered.

PLANNING BUDGET SUMMARY

Attachment #5

Local Workforce Investment Area (LWIA): Jefferson/Franklin Consortium
 Program Year Source of Funds: FY'06

Non-Administration Transfer From Title I-B Adult to Dislocated Worker(30% max. orig. alloc.): \$ _____
 Non-Administration Transfer From Title I-B Dislocated Worker to Adult(30% max. orig. alloc.): \$ _____

	Original Allocation	Revised Allocation with Transfer(s)
WORKFORCE INVESTMENT ACT		
LOCAL ALLOCATIONS:		
Title I-B Adult	\$395,299	\$
Title I-B Youth	\$	\$
Title I-B Dislocated Worker	\$329,848	\$
GRAND TOTAL LOCAL WIA ALLOCATIONS	\$724,147	\$

(if transfers, fill in both Original and Revised Allocations columns above for all funding)

GRAND TOTAL LOCAL ADMINISTRATION (Maximum of 10%
 of Total of Adult, Youth, and Dislocated Worker WIA Original Allocations) \$72,514.70

TITLE I-B ADULT [NON-ADMINISTRATION]: AMOUNT

Program Services \$355,769.10
GRAND TOTAL TITLE I-B ADULT [NON-ADMINISTRATION] \$355,769.10
 (Minimum of 90% of Original Allocation + and/or - Transfer Amounts)

TITLE I-B DISLOCATED WORKER [NON-ADMINISTRATION]: AMOUNT

Program Services \$296,863.20
GRAND TOTAL TITLE I-B DISLOCATED WORKER [NON-ADMINISTRATION] \$296,863.20
 (Minimum of 90% of Original Allocation + and/or - Transfer Amounts)

TITLE I-B YOUTH [NON-ADMINISTRATION]: AMOUNT AMOUNT

Program Services In School Youth _____
 Program Services Out of School Youth _____
 Summer Employment Opportunities In School Youth _____
 Summer Employment Opportunities Out of School Youth _____
 Total Program Services \$0.00
GRAND TOTAL TITLE I-B YOUTH [NON-ADMINISTRATION] \$0.00
 (Minimum of 90% of Allocation)

GRAND TOTAL (must equal Grand Total Local WIA Allocations above) * \$725,147.00

Title I-B Statewide 15% Set-Aside Activities - INCENTIVES \$0.00

NOTE: 1) In accordance with 20 Code of Federal Regulations (CFR) Part 664.320 (a), the total of the Title I-B Youth (Non-Administration) line items "Program Services Out of School Youth" and "Summer Employment Opportunities Out of School Youth" MUST be a Minimum of 30% of the amount shown on the line item "Grand Total Title I-B Youth (Non-Administration)". 2) A separate Planning Budget Summary form must be prepared for each Program Year (PY) and Fiscal Year (FY) source of funds. 3) If using whole dollars when budgeting, Minimums must be rounded up and Maximums rounded down (otherwise use actual dollars and cents)!

TRANSFERS: Maximum transfer between the Adult and Dislocated Worker Programs for funds identified as PY'05 or FY'06 allocated funds is 30%.

Additionally, please be aware that transfers require additional supporting narrative documentation to be submitted justifying the proposed transfer to be considered.

**MEMORANDUM OF UNDERSTANDING
BETWEEN
JEFFERSON/FRANKLIN COUNTY WORKFORCE INVESTMENT BOARD
AND ONE-STOP PARTNERS**

This memorandum of understanding entered into as of October 28, 1999 by the Jefferson/Franklin County Workforce Investment Board (hereafter referred to as the board) and the One-Stop Partners (hereafter referred to as the partners) is initiated in recognition of the importance of agency linkage, coordination, and cooperation in effectively providing services through an integrated system to better serve both job seekers and employers.

I. Mission Statement:

The board and partners recognize the importance of customer satisfaction; therefore, our purpose is to provide a "no-wrong door" system of delivering employment, training, social services, and educational opportunities to job seekers within Jefferson and Franklin counties. While we understand that partner agencies have different goals set through Federal and State requirements, we will be flexible enough to meet all agency goals, as well as the combined goals of the board and partners.

II. Services Provided Through One-Stop Delivery System

The following agencies will provide services which may include, but are not limited to, the services listed in attachment 1.

AGENCIES

Jefferson/Franklin Community Action Corp.
Division of Aging
Division of Employment Security
Division of Family Services
Division of Workforce Development
Office of Job Training Programs
Vocational Rehabilitation
Jefferson College
East Central College
Four Rivers Area Technical School
Rural Missouri, Inc. - Migrant and Seasonal Farm Worker
Division of Child Support Enforcement
Missouri Veterans' Commission

III. Funding of Services and Operating Costs of One-Stop Delivery System

All agencies and organizations will continue to operate separate accounting systems, reporting to their funding source as required. Current Job Training Partnership Act (JTPA) participants will be allowed to continue to receive services under the Workforce Investment Act of 1998.

Shared resources contributed by various agencies have made substantial investments toward integration in the obtainment of a One Stop delivery system .

IV. Referral Method Between Partners

Utilize a systematic approach for referrals to address the individual needs of all customers. Where co-location is not available, referrals will be made to alternative sites and follow-up conducted to insure the customer was provided appropriate service.

V. Duration of Agreement

This agreement shall be effective immediately and remain in effect until superseded or rescinded.

VI. Modification of Agreement

Modification of this document can take place at anytime all parties are in agreement. This amendment must be in writing, signed by the appropriate parties, and attached to the original agreement.

VII. Roles and Responsibilities of Partners

The following methods shall be used by the board and partners to ensure participation and governance of the One-Stop system:

- a. Each partner shall agree to provide an exchange of agency plans between members. This will permit a regular exchange of fundamental missions and operational goals to ensure an appropriate linkage to the One-Stop system.
- b. Each partner shall agree to participate in the development of the local Workforce Investment Act plan.
- c. The partners shall meet to evaluate One-Stop integration and plan accordingly, on an as needed basis.

- d. Governance of individual programs must obviously remain under their respective legal authority. Elimination of duplication and the efficient, effective delivery of customer services shall be the fundamental principals on which all partner agencies operations and decision-making are based.

VIII. Performance Requirements and Goals

Performance goals for Jefferson/Franklin County One-Stop partners are universality of service, programs driven by customer choice and satisfaction, and system integration.

ONE STOP RESOURCE SHARING AGREEMENT JEFFERSON/FRANKLIN CONSORTIUM

By their signature below, the parties of this agreement agree to share resources in the provision of services to customers and in the operation of the **Jefferson/Franklin Consortium One Stop Career Center**. Each partner agrees to contribute to the delivery of core and intensive services in the local one-stop system as described in the One Stop Services Matrix. Each shall be responsible for agency specific costs and/or resources necessary for the delivery of services to the extent allowed by law. This may be accomplished through cash, staff, space, equipment, supplies, expertise, and other agreed upon method of contribution that will benefit the customer.

The parties agree that the contributions and benefits set out in the Resource Sharing Agreement are in proportion to each other. To the extent that resources contributed or benefits derived become disproportionate, the parties agree to revisit and revise this Resource Sharing Agreement.

As designee of the One Stop Operator Consortium, the **Missouri Division of Workforce Development** has been assigned signature authority and responsibility for shared costs in the operation of the One Stop Career Center. The One Stop Operator shall be authorized to approve all common/shared costs associated with the Center and shall assume responsibility for the allocation of costs between partners. Costs will be distributed and invoices, if applicable, among the One Stop partners in accordance with the formulas submitted as follows, unless otherwise notified:

Cost Allocation Worksheet	Table 1	Submitted Annually
Direct Charge	(None)	(None)
Direct Labor House/FTEs	(None)	Submitted Annually
Space/Square Footage	Table 2	Submitted Annually
Estimated Use (i.e. copier)	Table 3	Submitted Annually

The period of performance for this agreement shall be effective immediately and remain in effect until superseded or rescinded. The One Stop system is a work in progress and its costs and the partner resource contributions will not remain static through the course of the Memorandum of Understanding. Amendments, corrections, or modifications to the methods of allocation of shared costs or resource contributions within the designated One Stop Career Center will be submitted to the Workforce Investment Board within 30 days of the change.

Attachments:


Signature Page

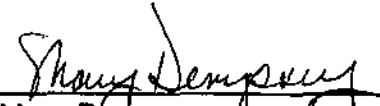
Cost Allocation System

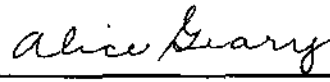
Triage/Referral Method of Customers Between One Stop Operator and One Stop Partners

RESOURCE SHARING AGREEMENT

Approval Signature:


Diana Voelker
Division of Workforce Development

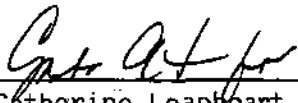

Mary Dempsey
Jefferson County Family Services

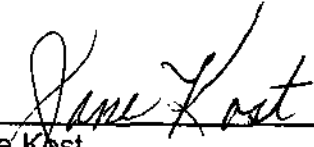

Alice Geary
Division of Vocational Rehabilitation

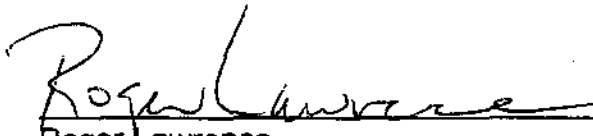

Lynne Gierer
Franklin County Family Services


Ellen Dietrich
Jefferson-Franklin Community Action

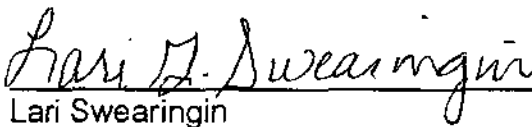

Sharon Wahlig
Mid-East Area Agency on Aging

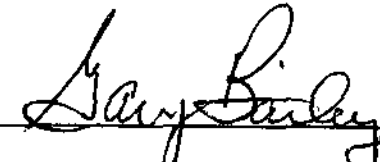

Catherine Leapheart
Dept. of Labor & Ind. Relations

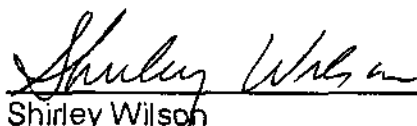

Jane Kost
Jefferson College


Roger Lawrence
East Central College


Wendy Myers
Four Rivers Career Center


Lari Swearingin
Rural Missouri, Inc.


Div. of Child Support Enforcement


Shirley Wilson
Office of Job Training Programs


John Rhodes
Workforce Investment Board

COST ALLOCATION FOR JEFFERSON/FRANKLIN CONSORTIUM ONE STOP CAREER CENTER

Categories of Costs

There are four basic categories of costs that need to be allocated among local partner agencies.

- **Space within the Career Center Facility.** This includes rent and other facility costs such as utilities, maintenance, janitorial services, fixtures, partitions and furniture that may be built into the rent or charged separately.
- **General operation of the Career Center.** Common operating or auxiliary costs may include reception staff, management, maintenance and security for the center as a whole. Other common operating costs may include general administrative support, office equipment, telephone systems, information technology connections and user support and consumable office supplies for shared use by staff and customers.
- **Staff for general customer activities provided by the center.** While staff costs are usually charged directly to specific programs, there may be situations where it is advantageous to treat staff activities for general job seekers and employer customers of the Career Center as a common cost. The degree to which staff costs could be treated as common to the Career Center as a whole would depend on the types of services provided in the Center, co-located partners and the Resource Sharing Agreement between the partners. Examples might be staff for customer resource areas and general employer relations staff.
- **Other costs associated with providing general job seeker and employer services offered by the Career Center.** As with staff costs, while other costs of providing services are usually charged directly to specific programs, there might be situations where it is advantageous to treat such services as a common cost for the Center. Examples of job seeker services might include computer labs, child care, transportation and resume preparation, customer workshops. Examples of employer services might include employer relations activities and Career Center marketing.

Space and general or common operating costs are typically the major costs that need to be allocated among partner agencies. Staff and services are typically paid directly by specific programs, but there could be situations where career centers would want to pool these costs or otherwise treat the costs as a collective responsibility and expect partner agencies or programs to pay for a share of the costs. If fees are charged for services, it may be appropriate to treat services as common to the center to provide a source of revenue for the center.

Career centers typically include partner agencies and/or their subcontractors who are involved in providing employment and training services to job seekers and employers. Career centers may also house the offices of related state or local agencies or administrative staff who are not involved in providing customer services. The partner service provider staff typically makes up the vast majority of staff in the centers.

The distinction between being a partner service provider versus a tenant in the center is important for allocation of the costs of job center space and common or general operating costs. Depending on the situation, it may be appropriate to exclude some staff of service provider agencies from the count of partner service provider staff in order to arrive at an equitable allocation of costs. Alternatively, it may be easier to count all staff as partner service providers to keep the cost allocation simple.

Cost Allocation Procedures

There are three basic categories of space within career centers:

- **Dedicated space for specific agency/program use.** This includes partner and tenant agencies. Dedicated space is easily attributable to specific agencies or programs based on their exclusive or primary use of the space. Program funding requirements might require that certain spaces be dedicated primarily to specific programs in order for those programs to fund those areas.
- **Common space for use by all partners and tenant agencies.** Examples of common space could include restrooms, hallways, employee break rooms, general meeting rooms, storage areas and other space used by all occupants of the building. Depending on the situation, general reception and waiting areas might be treated as common space.
- **Customer space for the portions of the career center used to provide general services to job seekers and employers or areas that are used by multiple partners or programs.** Examples of customer space could include resource areas, employer interview rooms and workshop rooms. Other areas that might be treated as either customer or dedicated space depending on the circumstances includes child care centers, career information centers and computer or learning labs. General reception and waiting areas might also be treated as customer space rather than common space.

All partners of the career center should reach consensus on how to categorize the specific space areas. Some areas in the career centers may require special treatment for cost allocation purposes. Examples may include child care centers, classroom and computer labs and other areas used to support fee-for-service activities. In these cases, it is probably necessary to match expenses with revenues in order to determine the amount of fee to be charged and account for the use of the fee revenues. The Career Center may wish to treat revenue-producing areas as separate cost centers rather than including such areas in the general cost allocation methods.

A basic principle among career center partner agencies and tenants is that they should compensate for their dedicated space and a fair share of the common and customer space in the center.

All partner/tenants should compensate directly or indirectly for their **dedicated space**. This includes space for dedicated staff and other space used exclusively or primarily by a specific agency or program. Space costs are typically computed based on square footage.

All partner/tenants should compensate directly or indirectly for a fair share of the **common space**. Since all partners and tenants use the common space, all should share in the costs. The costs could be allocated based on the respective share of the total dedicated space or other mutually agreed upon, appropriate method.

For **customer space**, only the service provider partners should share the costs. The other tenant agencies should not be asked to share in the costs of the customer areas unless clients of those agencies use the services in those customer areas. The service provider partners should compensate directly or indirectly for a fair share of the customer space costs. The method(s) used to determine the respective share of the cost should be agreeable to all partners.

General Career Center operating costs can often be treated in a similar manner as space costs, although there may be certain costs or situations where it is appropriate to use different methods for general operating costs.

To the extent that general staff and service costs are treated as common costs it is important for programs making contributions to cover the costs be able to show how the programs benefited as a result of the expenditure.

JEFFERSON/FRANKLIN CONSORTIUM
Resource Sharing Agreement

Cost Allocation Worksheet

Table 1 (To be submitted ANNUALLY)

Cost Type	Direct Charge	Direct Labor Hours	Space	Estimated Use
Rent/Utilities/Janitorial				
Resource Room/Materials and Supplies				
Telephone Lines/Usage				
Equipment Maintenance				
Fax/Maintenance				
Copier/Maintenance				
Supplies/Consumables				
Postage				
Receptionist				
Media/Marketing				
Technical Assistance Training				
Insurance				

Space/Square Footage Allocation Worksheet

Arnold/Washington One Stop Costs

[illegible]

- (a) Dedicated space, 120 sq. ft. for Private Office and 80 sq. ft. for staff
- (b) Determine size of dedicated space sq. ft. in resource room
- (c) Add (a) & (b) = Total dedicated space
- (d) Divide total staff by number in each agency
- (e) Total common space times percentage of space
- (f) Add (c) & (e) total square footage
- (g) Percentage times total sq. ft.
- (h) Number of staff

JEFFERSON/FRANKLIN CONSORTIUM
Resource Sharing Agreement

Estimated Use

Table 3 (To be submitted MONTHLY)

Item (i.e. copier)	(a) Historical Usage	(c) Percentage
TOTAL		100%

* Historical usage is based on appropriate samples or studies conducted annually to assure that each partner's relative share of the cost is kept current. Percentages calculated in column (b) will be used to allocate costs that have a relationship to the use of a cost area (i.e. copier).

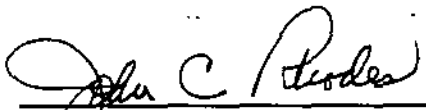
IX. Signatures

Partner assures that it possesses the legal authority to enter into this Memorandum of Understanding including all understandings and assurances contained therein, and directing and authorizing the person identified to execute this Memorandum of Understanding and act as the partner's representative.

IN WITNESS WHEREOF, the parties have executed this Memorandum of Understanding the day and year first above written.

Workforce Investment Board

Jefferson-Franklin Community Action Corp.



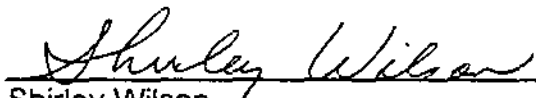
John Rhodes



WIB Chairman
TITLE

TITLE

Office of Job Training Programs
Jefferson/Franklin Counties, Inc.



Shirley Wilson

Executive Director
TITLE

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Workforce Investment Board

~~Division of Aging~~

Mid-East Area Agency on Aging


John Rhodes



WIB Chairman
TITLE

Executive Director
TITLE

Office of Job Training Programs
Jefferson/Franklin Counties, Inc.


Shirley Wilson

Executive Director
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Workforce Investment Board

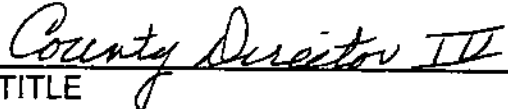
Division of Family Services
Jefferson/Franklin Counties



John Rhodes




WIB Chairman
TITLE



TITLE

Office of Job Training Programs
Jefferson/Franklin Counties, Inc.



Shirley Wilson

Executive Director
TITLE

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Workforce Investment Board

Division of Workforce Development


John Rhodes


Daniel C. Wofford

WIB Chairman
TITLE

Workforce Dev. Supervisor
TITLE

Office of Job Training Programs
Jefferson/Franklin Counties, Inc.


Shirley Wilson


Executive Director
TITLE

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Workforce Investment Board



John Rhodes

WIB Chairman
TITLE

Office of Job Training Programs
Jefferson/Franklin Counties, Inc.



Shirley Wilson

Executive Director
TITLE

IX. Signatures

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Workforce Investment Board

Division of Vocational Rehabilitation

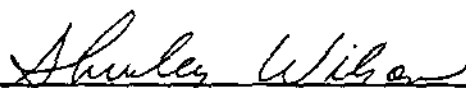

John Rhodes



WIB Chairman
TITLE

District Supervisor
TITLE

Office of Job Training Programs
Jefferson/Franklin Counties, Inc.


Shirley Wilson

Executive Director
TITLE

IX. Signatures

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IN WITNESS WHEREOF, the parties have executed this Memorandum of Understanding the day and year first above written.

Workforce Investment Board

Jefferson College



John C. Rhodes




Gregory D. Adkins

WIB Chairman
TITLE

President, Jefferson College
TITLE

Office of Job Training Programs
Jefferson/Franklin Counties, Inc.



Shirley Wilson

Executive Director
TITLE

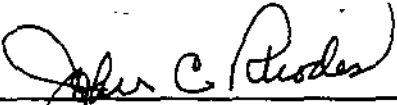
IX. Signatures

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IN WITNESS WHEREOF, the parties have executed this Memorandum of Understanding the day and year first above written.

Workforce Investment Board

East Central College



John Rhodes



WIB Chairman
TITLE

President
TITLE

Office of Job Training Programs
Jefferson/Franklin Counties, Inc.



Shirley Wilson

Executive Director
TITLE

IX. Signatures


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IN WITNESS WHEREOF, the parties have executed this Memorandum of Understanding the day and year first above written.

Workforce Investment Board

Rural Missouri, Inc.

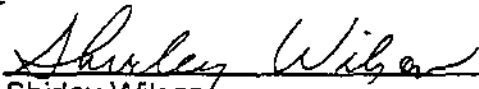

John Rhodes


Uva Booker

WIB Chairman
TITLE

RMI Field Representative
TITLE

Office of Job Training Programs
Jefferson/Franklin Counties, Inc.


Shirley Wilson

Executive Director
TITLE

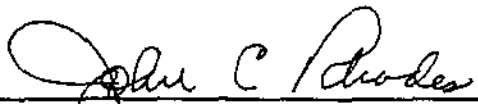
IX. Signatures

Partner assures that it possesses the legal authority to enter into this Memorandum of Understanding including all understandings and assurances contained therein, and directing and authorizing the person identified to execute this Memorandum of Understanding and act as the partner's representative.

IN WITNESS WHEREOF, the parties have executed this Memorandum of Understanding the day and year first above written.


Workforce Investment Board

Division of Child Support Enforcement
One-Stop Partner




John Rhodes

WIB Chairman
TITLE



Director
TITLE

Office of Job Training Programs
Jefferson/Franklin Counties, Inc.



Shirley Wilson

Executive Director
TITLE

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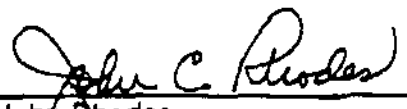
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Workforce Investment Board

Four Rivers Area Technical School



John Rhodes


 **

WIB Chairman
TITLE

Director, Four Rivers AVTS
TITLE

DRAFT DOCUMENT
** Subject to conditions contained
in a fax to Shirley Wilson dated
11/23/99

Office of Job Training Programs
Jefferson/Franklin Counties, Inc.



Shirley Wilson

Executive Director
TITLE

AE Director

ADDENDUM TO LOCAL MEMORANDA OF UNDERSTANDING

This addendum, to be attached to Local Memoranda of Understanding, serves as confirmation that the Missouri Department of Labor and Industrial Relations (DOLIR), Division of Employment Security (DES) is a partner in the local One-Stop System. Under the Workforce Investment Act (WIA) of 1998, Section 121(b)(1)(B)(xii), the Unemployment Insurance (UI) program is a required partner of the One-Stop delivery system. Section 134(d)(2)(I) of the WIA does not require UI staff to be physically located at the local level for the delivery of UI services.

Missouri's UI claims filing is done from remote sites where individuals file claims by calling either toll-free or local phone numbers. UI claims filing is accomplished by staff who are located in four Regional Claims Centers rather than in One-Stop Career centers.

The core services to be provided by the UI program, through DOLIR and DES, will include making information regarding filing claims available in One-Stop centers. The DES will provide printed information that explains to individuals how to contact the Regional Claims Centers (RCCs) for the filing of, or obtaining information about, claims for unemployment benefits.

For employers, who are also DES customers, the following types of information will be available in the One-Stop Career Centers: how to register and have an employer account number assigned; submitting quarterly contribution and wage reports; and appeal rights. This employer information will be primarily available through electronic connection from PCs in resource areas of the One-Stop offices. UI Auditors are collocated in some One-Stop offices.

The Department of Labor and Industrial Relations, Division of Employment Security will coordinate with the Department of Economic Development, Division of Workforce Development to provide data from UI wage records for the purpose of measuring performance of the One-Stop Career Centers.

One-Stop Career Center staff will assist unemployment insurance claimants and employers in using the resource area. Claimants will be allowed to use phones in the One-Stop offices to file claims for unemployment benefits. One-Stop staff will also assist claimants with copying and faxing information that may be needed for processing their unemployment claims and appeals. All appropriate One-Stop services will be provided to unemployment insurance claimants.

Where possible, the One-Stop offices will provide conference room space for UI appeal hearings. No changes to space for appeals or UI Auditors located in One-Stop offices will occur without a minimum of 60 days written notice to the Director of the Division of Employment Security. If space changes impacting One-Stop staff are required in DOLIR owned buildings, a 60-day written notice will be provided to the Director of the Division of Workforce Development. A minimum notice of 60 days will be provided to the appropriate agency director if any partner plans to vacate its shared office space.

Financial contributions to the operations of the One-Stop system by the DOLIR and DES will be negotiated with the Division of Workforce Development.

Marilyn Hutcherson 6-16-00
Date

Marilyn Hutcherson, Acting Director
Division of Employment Security

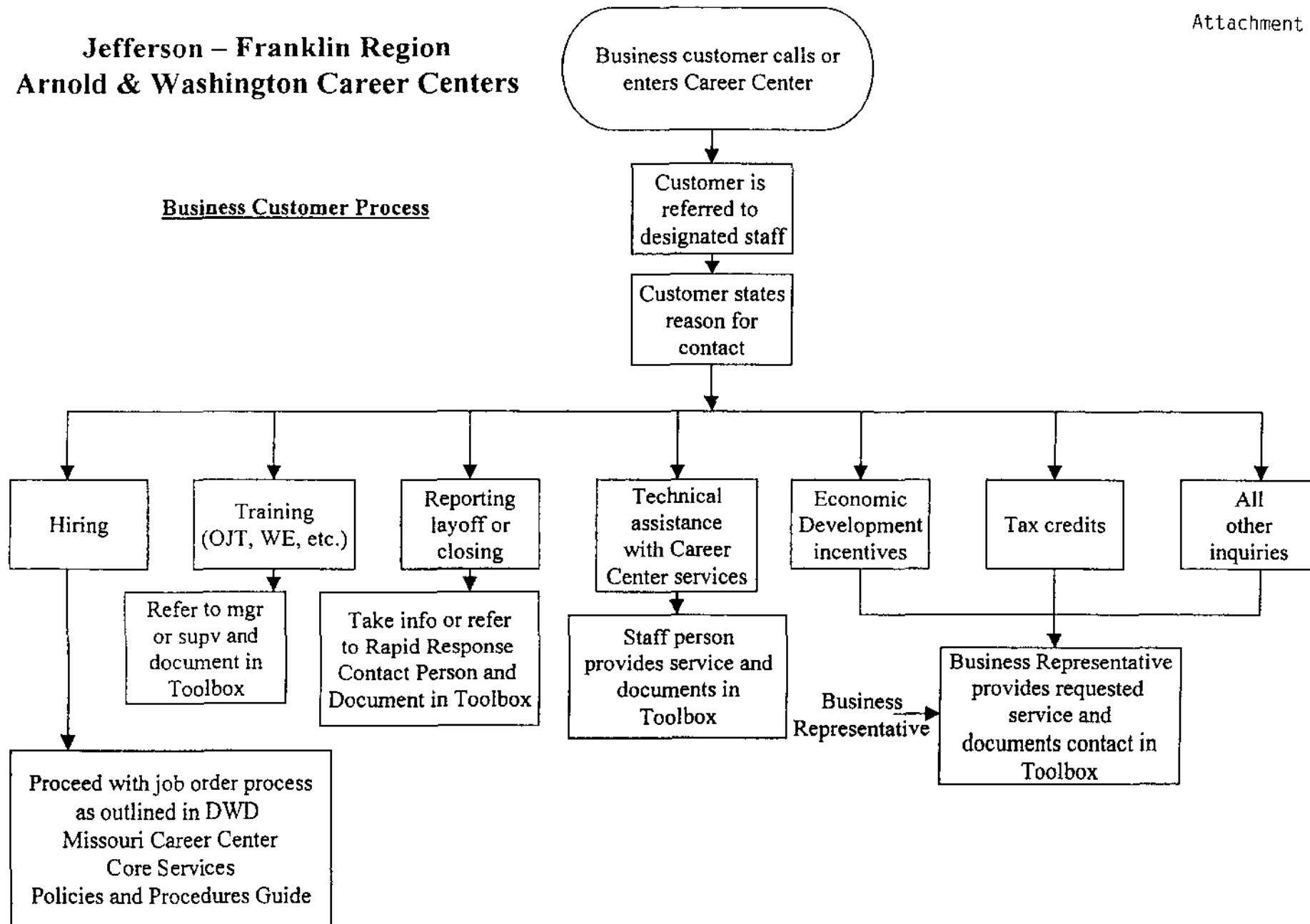
Tom Jones 4/23/00
Date

Tom Jones, Director
Division of Workforce Development

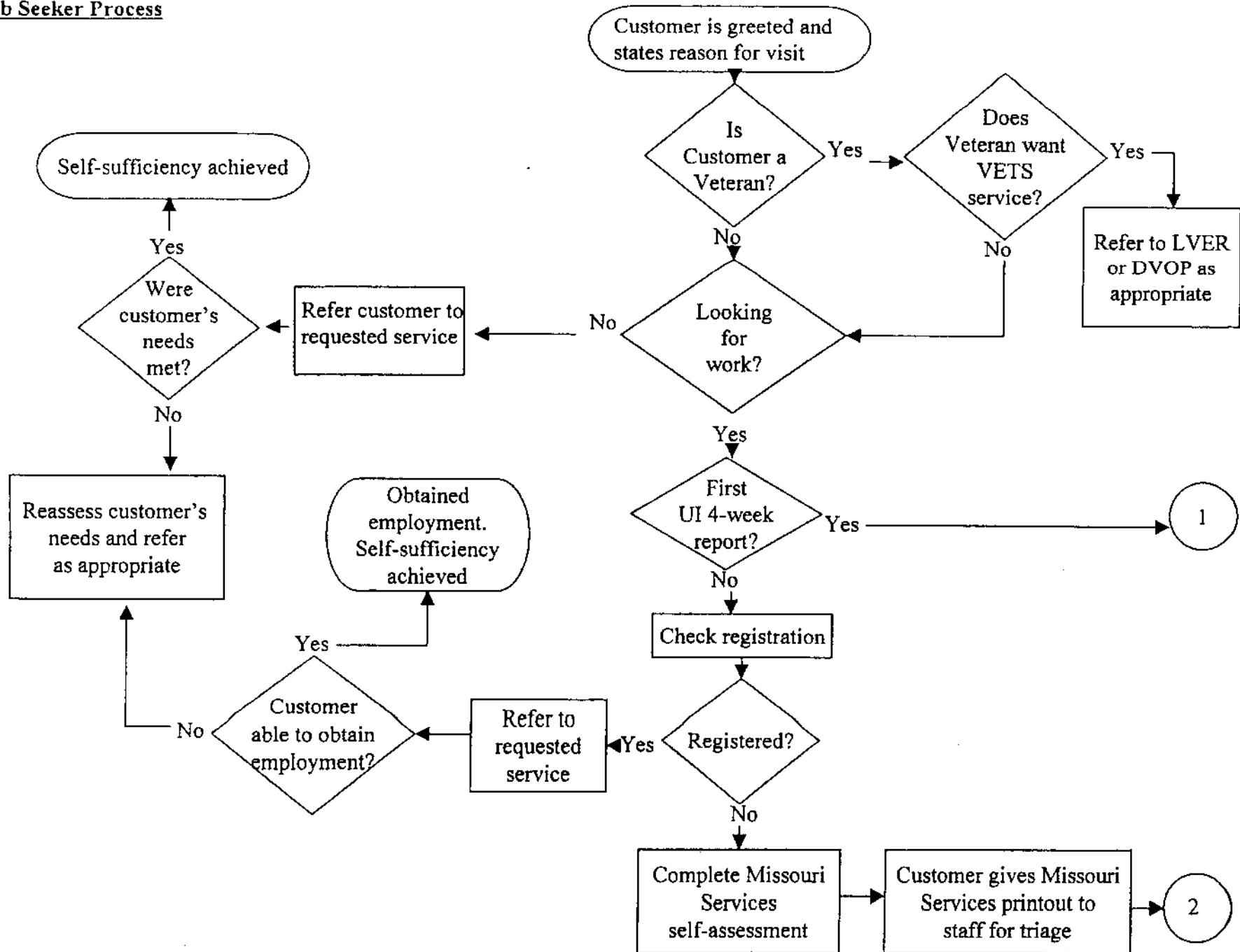
Jefferson – Franklin Region Arnold & Washington Career Centers

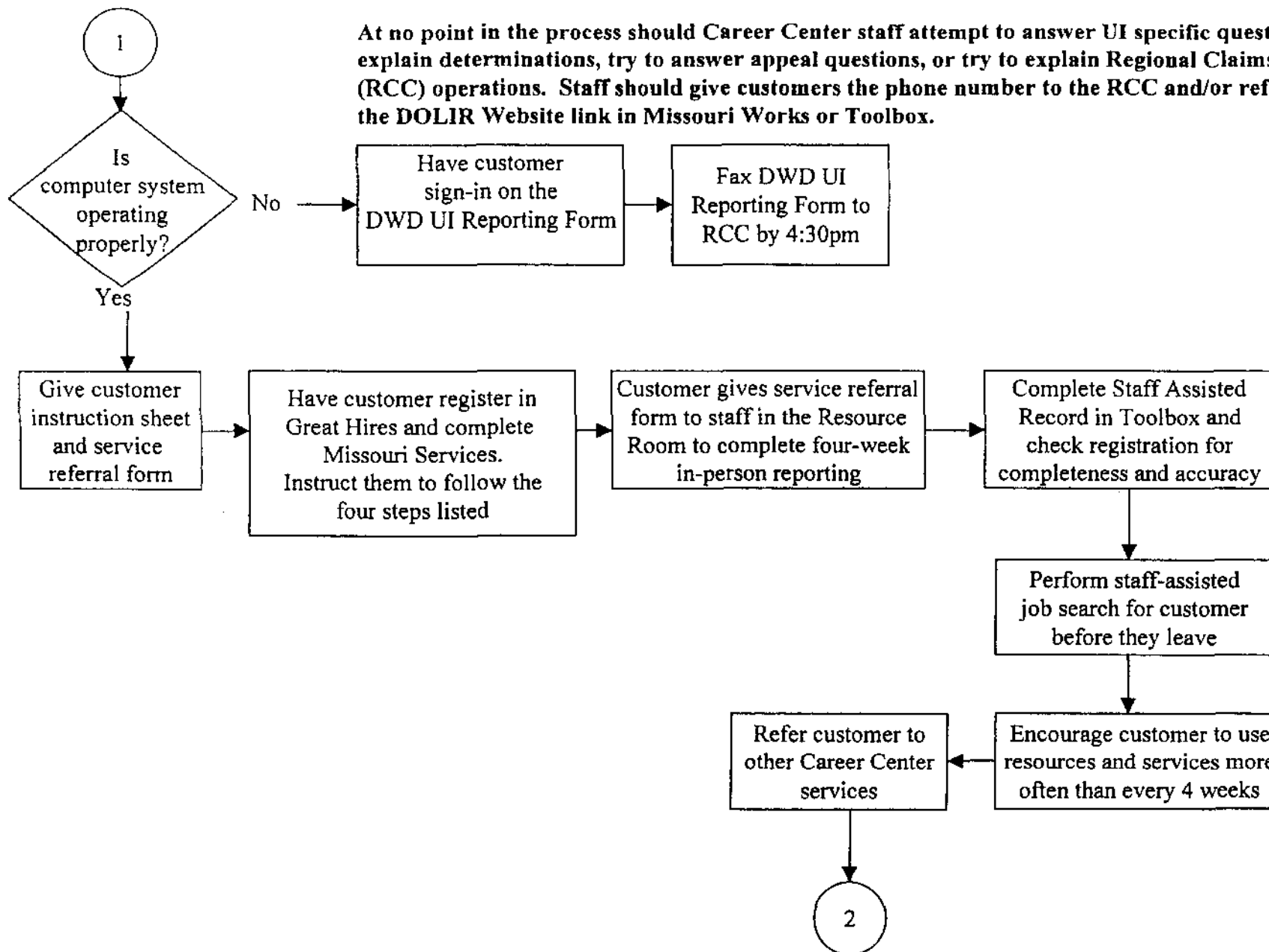
Attachment #8

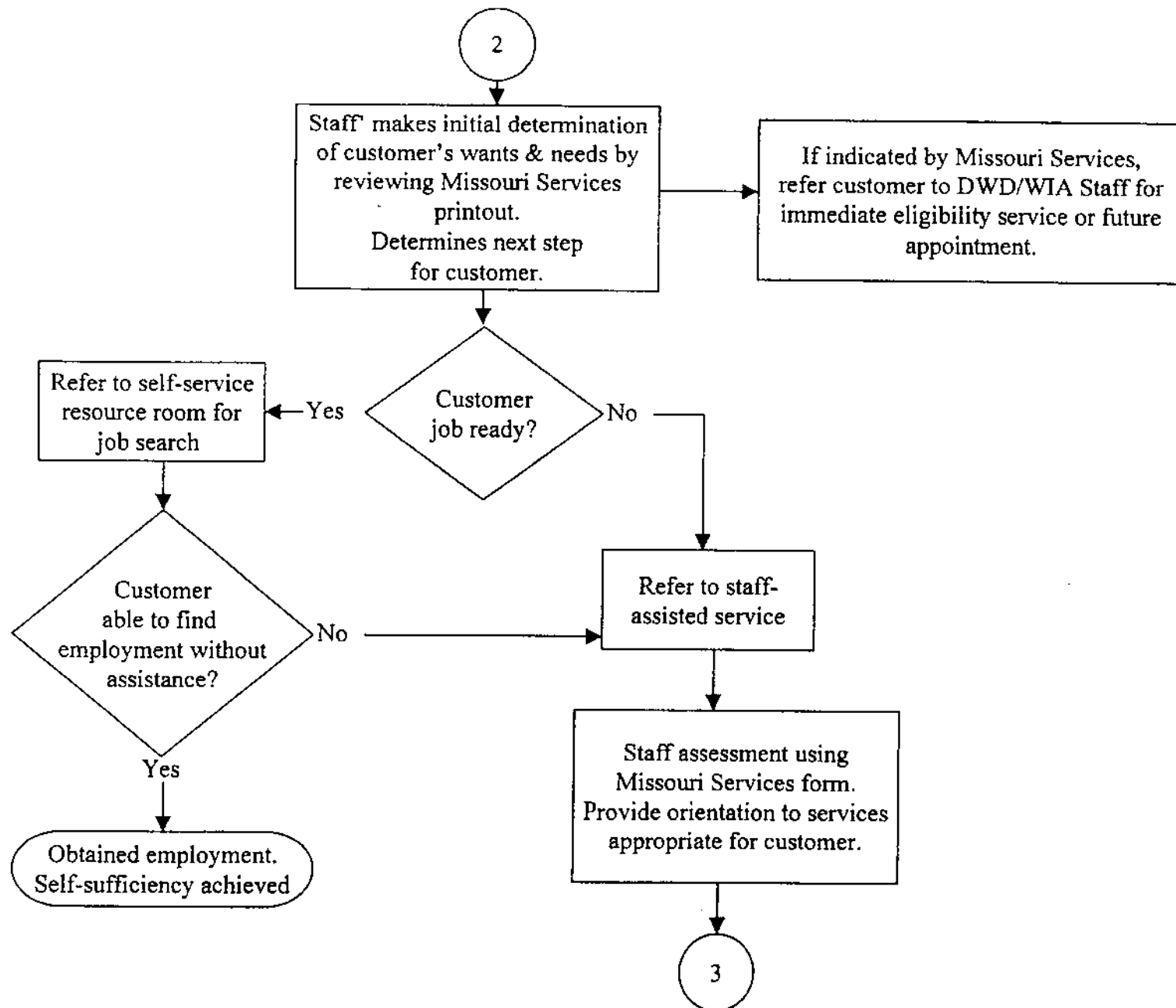
Business Customer Process

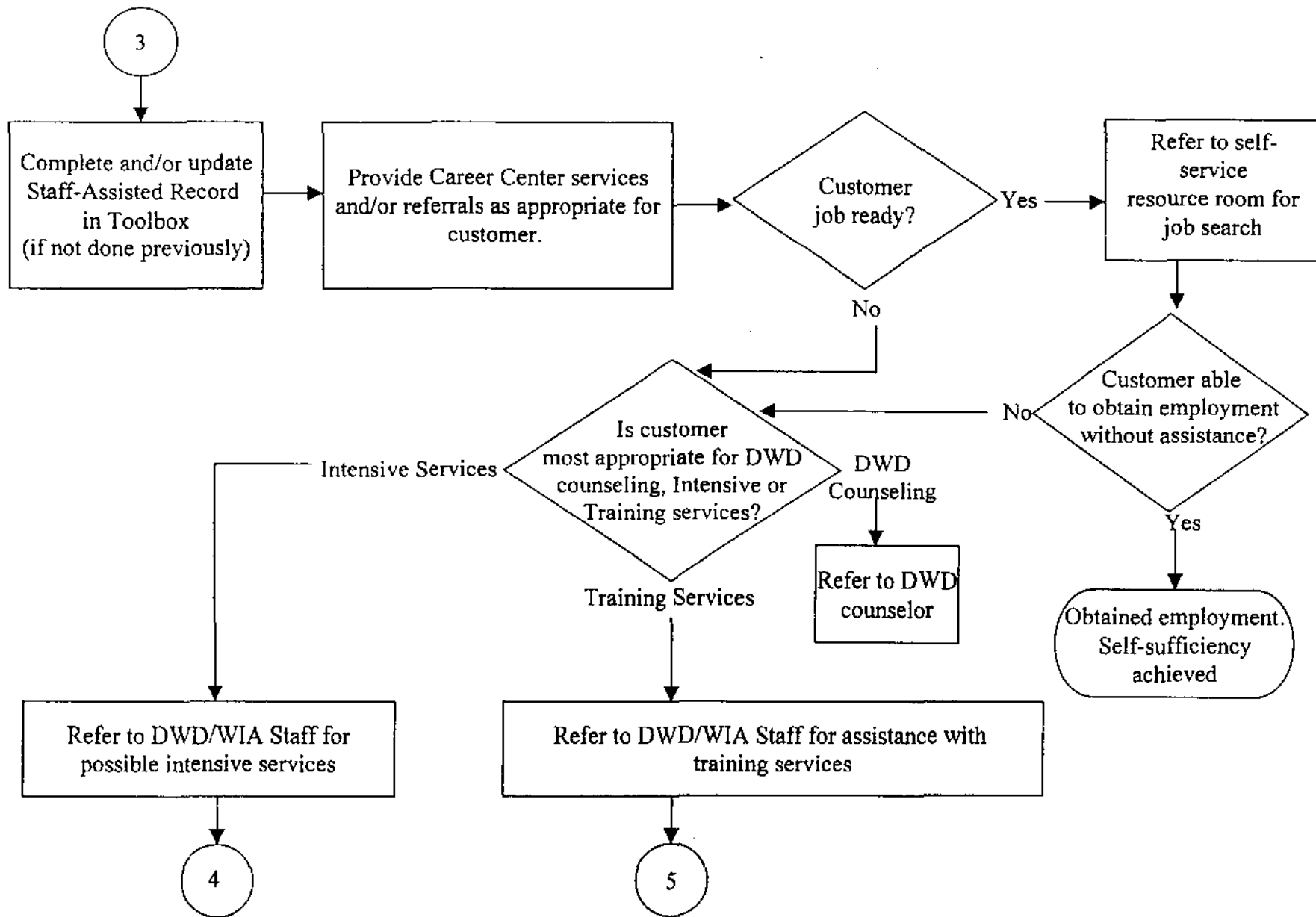


Job Seeker Process

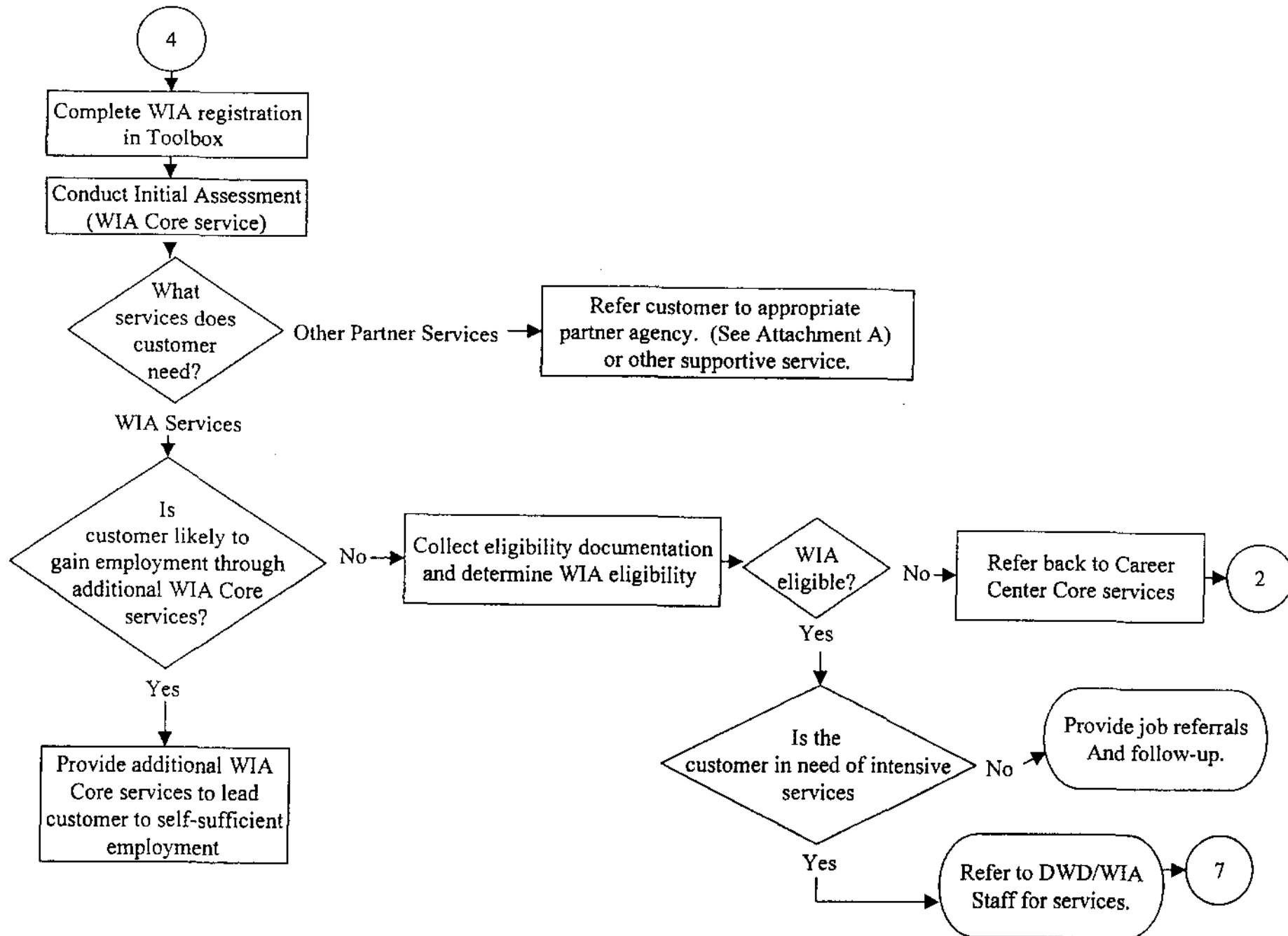


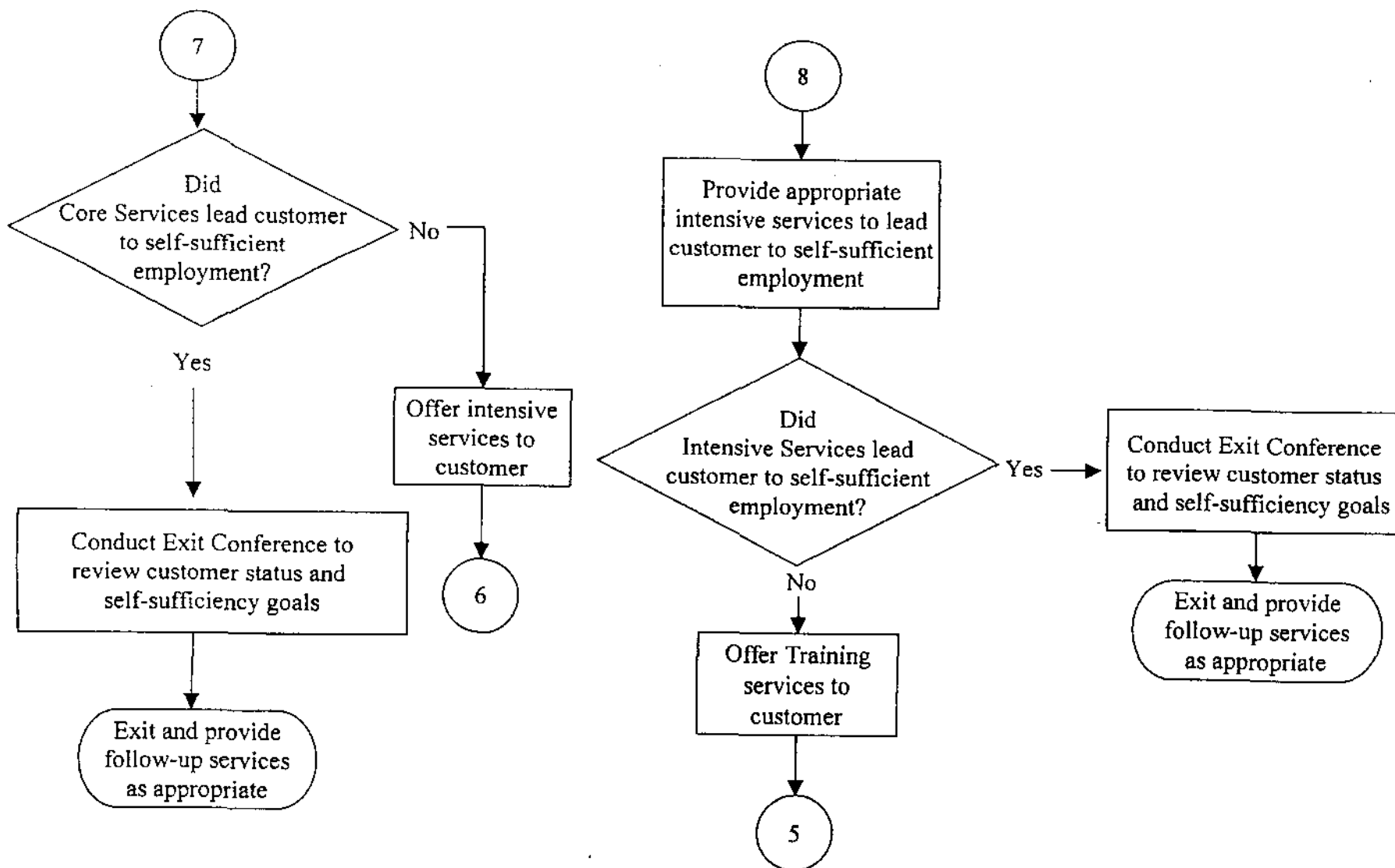


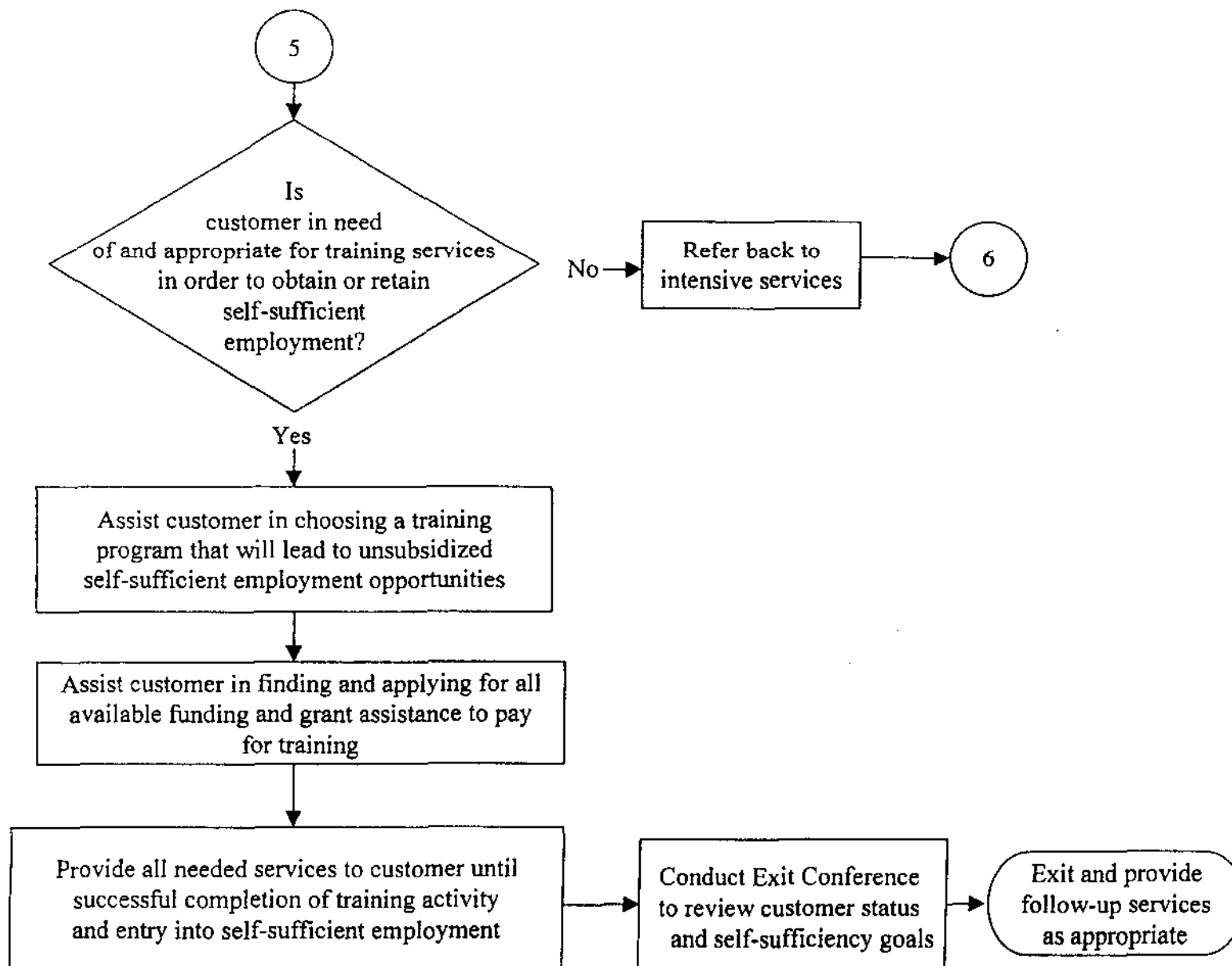




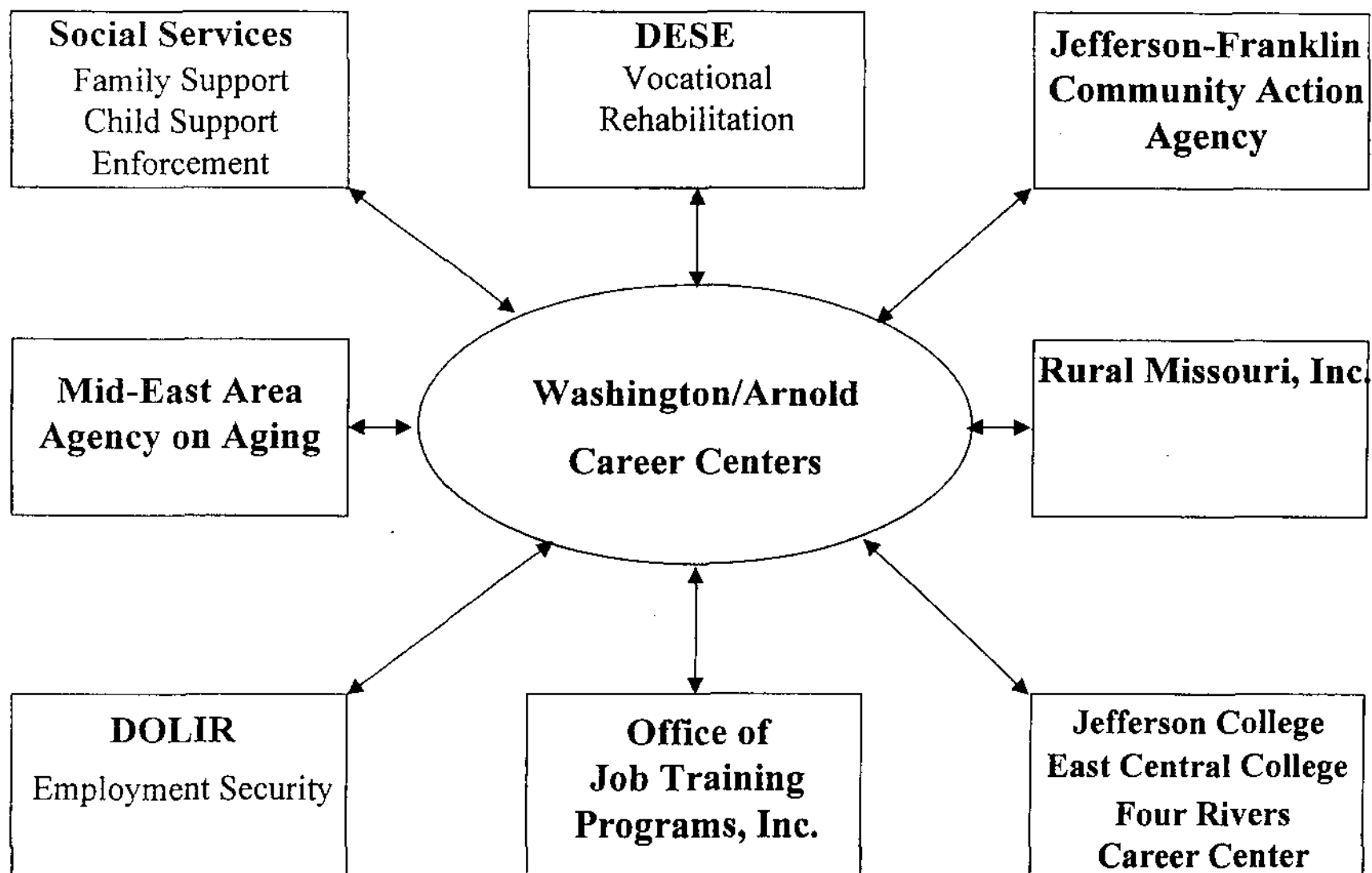
WIA Program Process







Jefferson – Franklin Consortium MOU Partnering Agencies



**JEFFERSON/FRANKLIN CONSORTIUM
ONE-STOP PARTNER REFERRAL FORM**

This document refers:

Name: _____ Soc. Sec. No. _____

Address: _____

To the following organization: (Please complete a separate form for each referral)

☐ Division of Vocational Rehabilitation
7435 Watson Road, Suite 100-B
St Louis, MO 63119-4498
(314) 301-1600

☐ East Central College
Hwy 50 at Prairie Dell Rd, P.O. Box 529
Union, MO 63084
(636) 583-5193

☐ Missouri Career Center
3675 W. Outer Rd. Ste #102
Arnold, MO 63010
(636) 287-8909

☐ Jefferson College
1000 Viking Drive
Hillsboro, MO 63050
(636) 797-3000

☐ Missouri Career Center
1108 Washington Square
Washington, MO 63090
(636) 239-6703

☐ Family Support Division
3675 W. Outer Rd. Ste #102
Arnold, MO 63010
(636) 287-1364

☐ Jefferson/Franklin Community Action
2 Merchant Dr., P.O. Box 920
Hillsboro, MO 63050
(636) 789-2686

☐ Family Support Division
10305 State Highway 21, P.O. Box 1088
Hillsboro, MO 63050
(636) 797-9601

☐ 3251 Hwy MM, P.O. Box 5
Gray Summit, MO 63039
(636) 742-0808

☐ Family Support Division
#1 Liberty Plaza, P.O. Box 312
Union, MO 63084
(636) 583-2571

Referral made by: _____
Name

☐ Other (Please list name, address, & telephone #)

Agency

Date: _____

Reason for referral: _____